

# ANNUAL REPORT 2019



UTAH DEPARTMENT OF  
PUBLIC SAFETY





# TABLE OF CONTENTS

**04** A Message from  
Commissioner Anderson

**06** DPS Administration

**07** Department Vision

**08** DPS Aero Bureau

**10** Utah Highway Patrol

**12** State Bureau of  
Investigation

**14** Bureau of Forensic Services

**16** Peace Officer Standards  
and Training





**18** Driver License Division

**20** Fire Marshal's Office

**22** Bureau of Criminal  
Identification

**24** Highway Safety Office

**26** Communications Bureau

**28** State Information and  
Analysis Center

**30** Division of Emergency  
Management

**32** Commissioner's Office







# A MESSAGE FROM COMMISSIONER JESS L. ANDERSON

As we end one decade and enter a new one, the future of the Department of Public Safety (DPS) is more promising than ever. I am encouraged by what the future holds for our Department and our State. At the beginning of my tenure I challenged our Public Safety employees to excel in three pillars: personal preparation, internal performance and external service. Our more than 1,500 employees exemplify the very best of Utah. The next few pages outline their effort in each pillar. I am grateful for their service and unwavering dedication to 'Keeping Utah Safe'. In 2019, we saw heroism by troopers to save lives. From rescuing kidnapped children to risking their own life to save another from an oncoming train. Our civilian employees are setting the example of excellence in the nation. Our Driver License Division is one of the best in the nation. They are expected to meet REAL ID compliance and distribution by mid-2020. I am humbled to represent our Department. This report is just a sampling of what DPS does every day. I am proud of the bureaus, divisions, and special units profiled here, and of the day-to-day work of all the members of our Department. And as we make our way forward, we will continue to improve on our accomplishments.

A handwritten signature in black ink, reading "Jess L. Anderson". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.



# DPS ADMINISTRATION



Commissioner  
Jess L. Anderson



Deputy Commissioner  
Colonel Michael Rapich



Deputy Commissioner  
Jimmy Higgs



Deputy Commissioner  
Kristy Rigby



# UTAH DEPARTMENT OF PUBLIC SAFETY



Keeping Utah Safe

## VISION STATEMENT

### VISION

*Keeping Utah Safe* through dedicated public service and partnerships to protect Utah's great quality of life.

### PRIORITIES

1. Personal Preparation
2. Internal Performance
3. External Service

### GOALS

- Prepare employees for excellence in current assignments and future opportunities.
- Foster an internal culture that embraces meaningful work and inspires outstanding employee performance.
- Provide quality and consistent external services that improve public safety.

### INDICATORS OF SUCCESS

1. DPS employees possess leadership qualities.
2. Employees are proficient and progressive in their current duties.
3. Performance based outcomes that highlight individual and organizational success.
4. The culture and attitudes within the Department create a quality work environment.
5. Customers are prepared, safe, and satisfied through the services DPS provides.

### IMPLEMENTATION AND FOLLOW UP

In order for the Utah Department of Public Safety to be successful in capturing its vision, each division is responsible for employee development, internal performance, and external service. Divisions will develop goals and indicators of success and regularly evaluate and adjust to accomplish and exceed the vision set forth. This vision goes beyond the Department and division functions and relies on each employee to fulfill his or her duty in Keeping Utah Safe.



# DPS AERO BUREAU

Lt. Col. Mark Zesiger

PUBLIC SAFETY | 08

The DPS Aero Bureau is comprised of 4 pilots and 8 tactical flight officers. They serve the entire state from north to south. The Aero Bureau provides invaluable and lifesaving assistance to Utah citizens, law enforcement and state agencies.

**341** MISSIONS

**51** HOIST  
MISSIONS

**310** SEARCH  
AND RESCUE  
CALLS

**908** FLIGHT  
HOURS





# **SPECIAL UNITS**

## **OPERATION RIO GRANDE**

During 2019, Operation Rio Grande continued to progress. The Road Home Shelter closed in November and all three new Homeless Resource Centers are now open. UHP and SBI personnel continue to collaborate with SLCPD and service providers to ensure a safe environment in the Rio Grande District.

## **DIVE TEAM**

The team received approximately 200 hours of training per diver in 2019. They were called upon to provide operational support 8 times by agencies across Utah.

## **PUBLIC PROTECTION UNIT**

The DPS Public Protection Unit (PPU) is a team of highly trained, capably equipped troopers who specialize in crowd management response. The team consists of 44 full-time Utah Highway Patrol Troopers. In 2019, the team was deployed to 11 events across Utah.

## **SERT**

In 2019, the SERT team participated in 19 full scale SWAT operations across Utah. During the year team members assisted with several VIP details. Members of the team also traveled around the state teaching active shooter and helping other agencies sharpen their skills by providing scenarios they could participate in. The team trains every week, logging over 248 hours per team member.



# UTAH HIGHWAY PATROL

Lt. Col. Mark Zesiger

PUBLIC SAFETY | 08

The Utah Highway Patrol is comprised of more than 560 sworn officers and 52 civilian employees.

**280,210**

**VEHICLES STOPPED**

**22,601**

**CRASHES  
INVESTIGATED**

**3,516**

**DUI CITATIONS ISSUED**

In 2019, there were approximately 126 fatalities on UHP jurisdiction roadways.

Impairment was suspected in 8 of those deaths. 34 involved an unrestrained individual and 39 involved a speeding driver.



# CRIMINAL INTERDICTION

Marijuana

2,453 lbs.

Methamphetamine

562 lbs.

Cocaine

21 lbs.

Heroin

41 lbs.

Firearms

34

THC vape cartridges

40,122



IN 2019  
**42**  
NEW  
TROOPERS  
WERE HIRED



# STATE BUREAU OF INVESTIGATION

Chief Brian Redd, Director

The State Bureau of Investigation (SBI) is the investigative arm of the Department of Public Safety (DPS). SBI works closely with law enforcement agencies throughout the state, including the Utah Highway Patrol and other DPS divisions to provide investigative services and support. Cases span a wide variety and range from homicide to identity theft and cyber crime.

## 159

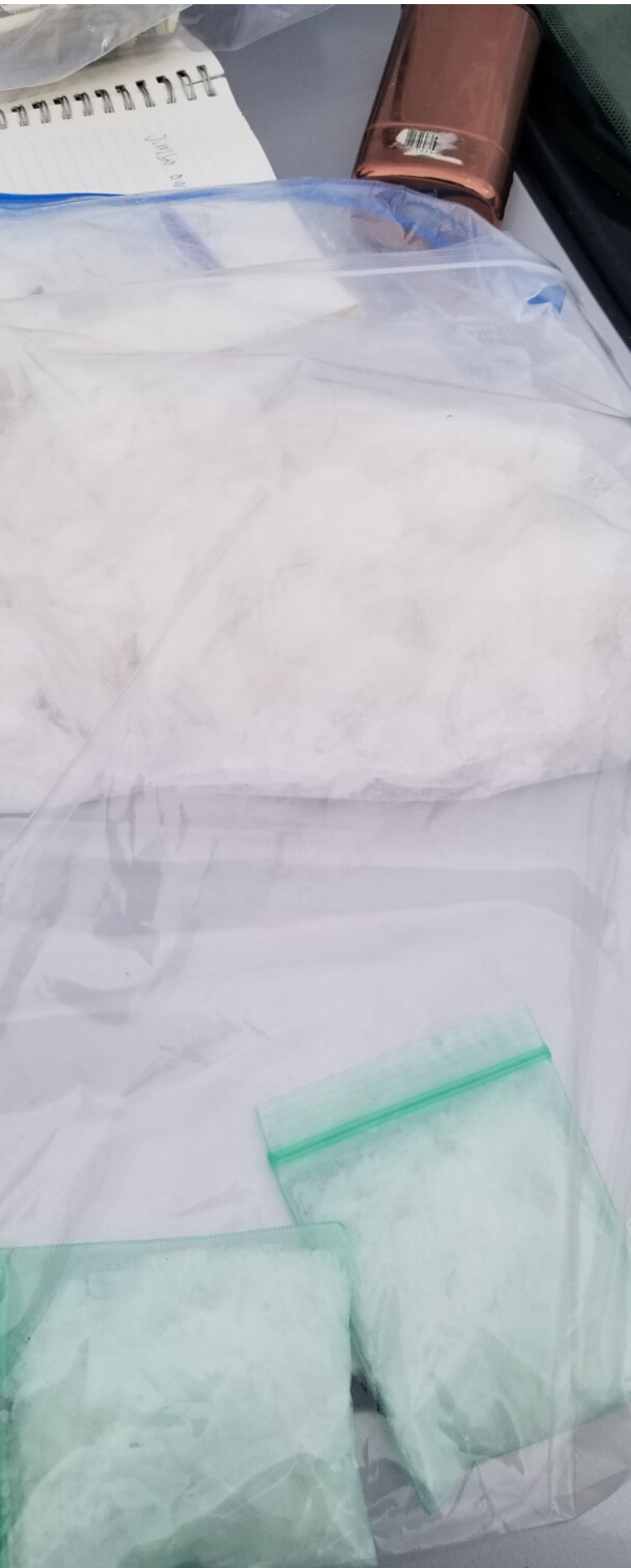
### CRIMINAL INTERDICTION STOPS

They resulted in the seizures of methamphetamine, raw marijuana, cocaine, heroin, pills, and firearms.

## 931

### SBI CASES OPENED

17,198 hours were associated with those cases.





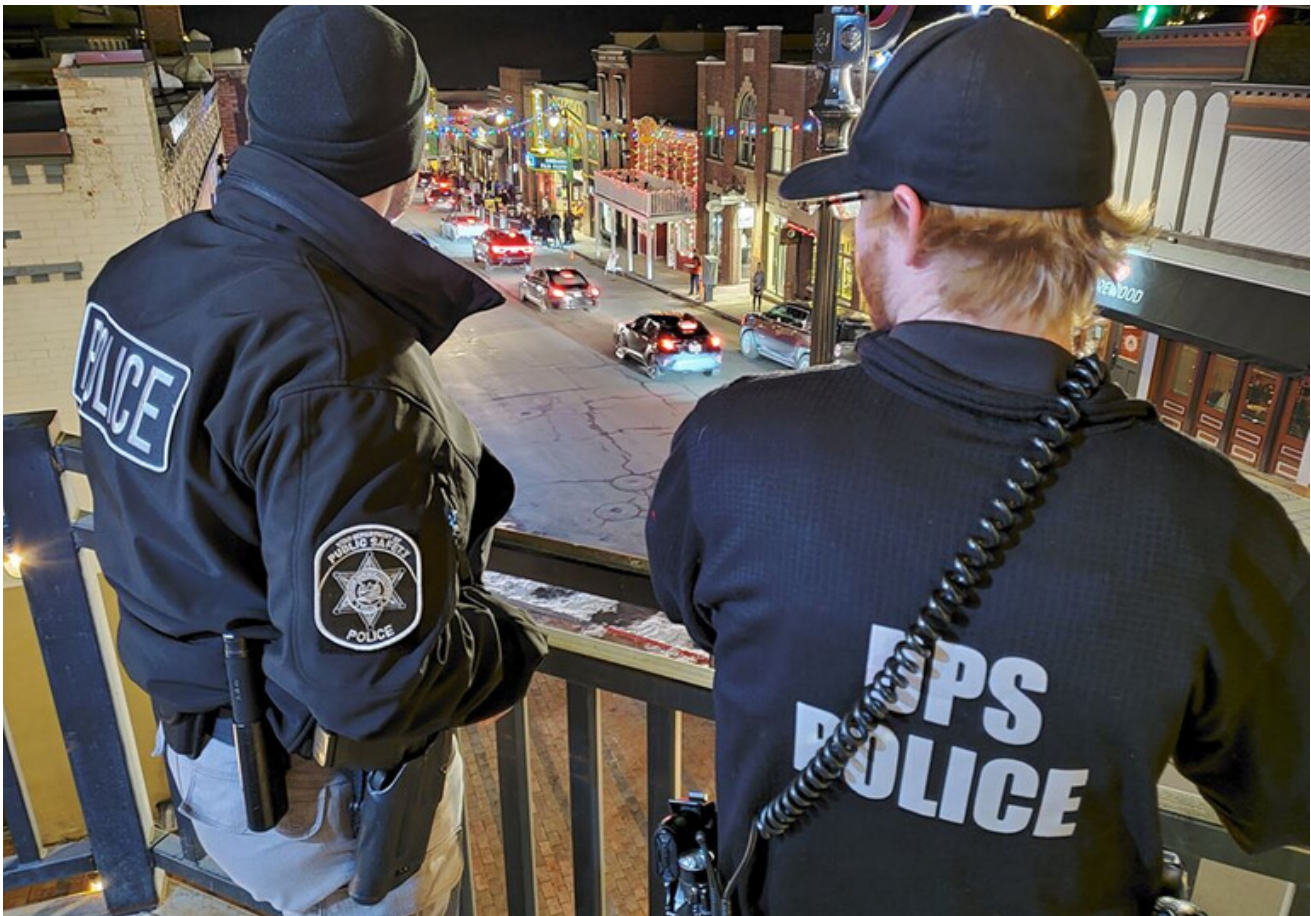
159

**PIPELINE NARCOTIC CASES**

SBI Criminal Interdiction agents have responded to over 159 highway interdiction narcotic cases. Many of these investigations have enhanced the state and federal cases related to the trafficking charges.

**ALCOHOL ENFORCEMENT TEAM**

- 194 covert operations
- 1160 covert underage buyer operations, 5% violation rate
- 16 events worked



40

cases assessed by the  
Threat Management Unit

15

subjects indicted for cyber  
crimes investigated by  
DPS agents



85

cyber crime cases  
opened

# BUREAU OF FORENSIC SERVICES

Jay Henry, Director

PUBLIC SAFETY | 12

 <b>Utah's Top Ten of 2019</b>			
This list represents the ten substances most frequently submitted to the Utah Bureau of Forensic Services laboratories during 2019.			
#	Substance	Samples	Percent
1	Methamphetamine	2221	36.2%
2	Heroin	999	16.3%
3	No controlled substances	661	10.8%
4	delta-9-THC (from marijuana)	556	9.1%
5	5-Fluoro MDMB-PICA (synthetic marijuana)	265	4.3%
6	Cocaine	183	3.0%
7	Marijuana*	133	2.2%
8	Buprenorphine 	120	2.0%
9	Fentanyl	107	1.7%
10	Psilocyn (from mushrooms)	103	1.7%
*UBFS Marijuana leaf technician program eliminates most of the marijuana submissions to the laboratory.			

## TOP TEN DRUGS

In 2019, the crime laboratory did not see any variation in the rankings of the top three drugs. Methamphetamine continues to be number one, followed by heroin and then, delta-9-THC (which consists mainly of marijuana residues, edibles, vape cartridges, etc.). A notable trend for the last several years is the decline in cocaine submissions. This drug has been consistently dropping in its ranking and now places below a popular substance known chemically as 5-Fluoro MDMB-PICA. This drug is a synthetic cannabinoid, or "spice", and was first seen in January 2019. What is interesting about its appearance is that it Quickly replaced the most popular 2018 "spice" substance which was FUB-AMB. A more concerning trend is that fentanyl made it into the top ten list for the first time with the majority of the submissions consisting of counterfeit oxycodone tablets and some samples mixed with black tar heroin.





## Criminalistic Stats

Controlled substances submitted	2,696
Fingerprint submissions processed	674
NIBIN database submissions	1,142
NIBIN "hits" linking to cases	180



## PROPERTY CRIMES

In July 2019, the crime laboratory reinstituted the testing of DNA evidence collected from property crimes. Because DNA is present on a wide variety of physical evidence samples recovered from crime scenes, the solvability factor on property crimes has increased. In fact, studies have found that as a result of using DNA on property crime evidence, suspect identifications, arrests and prosecutions have doubled in many jurisdictions.

During the last six months of 2019, the laboratory received 56 property crime case submissions consisting of various items such as otter pop wrappers, dentures, sucker sticks, band aids, cans, cigarette butts, rubber gloves, pieces of cloth, soda cups/lids/straws and liquor bottles. DNA was tested on each item, and profiles were uploaded into the CODIS database. The laboratory is excited for this program to grow and for more and more cases to be solved.

# PEACE OFFICER STANDARDS & TRAINING



**Major Scott Stephenson, Director**

Peace Officer Standards and Training (POST) provides professional law enforcement training to new cadets through the best-known methods of adult learning. POST also provides objective and consistent investigations of complaints or allegations of misconduct against peace officers in an effort to promote and strengthen Utah citizens' confidence in law enforcement.

## **Certifications Issued**

- 323** Corrections certifications
- 171** Law enforcement officer certifications
- 451** Special functions officer certifications

## **Officer Misconduct Investigations**

- 115** Investigations conducted
- 232** Complaints received and reviewed
- 1,329** POST applications reviewed
- 1,078** Peace officer applications processed
- 157** Dispatcher applications processed



## Training numbers

- Basic Training: 7 Special Functions Officer (SFO) courses offered with 205 cadets attending and 187 receiving certifications. 8 Law Enforcement Officer (LEO) courses offered with 283 cadets attending and 256 receiving certifications. The total number of cadets trained for the year was 305.
- Dispatcher Academy: 8 courses offered with 158 students attending and 140 graduating.
- In-service training: 141 courses offered with 2,559 officers/students attending.

Since 2016, there has been an increase of the number of cadets seeking POST certification and it appears this trend will be continuing into 2020.

POST also oversees and audits training programs at 11 satellite academies providing basic peace officer training throughout the state.





# DRIVER LICENSE DIVISION

CHRIS CARAS, DIRECTOR

The Driver License Division (DLD) is comprised of three bureaus: Administrative Services, Driver Services and the Records Bureau. The Division employs 393 staff members and operates out of 28 locations across the state. There are 15 locations that are full time offices, another 12 that are part time or travel locations and one administrative location.

**MORE THAN**

**870,000  
customers**

**WERE SERVED AT OUR FIELD OFFICES IN 2019.**

The Utah Driver License Division started issuing the Driver License and Identification Cards with the Real ID indicator (Gold Star) on February 3, 2019. The Division will be sending a replacement license or identification card, free of charge, to those who will expire after the October 2020 compliance. To allow the public to check the status of their gold star the Division created a website for better service to its customers.



585,542 Licenses issued  
102,793 Learner permits issued  
33,331 Identification cards issued  
315,964 Knowledge tests  
24,564 Skills tests administered



## New Field Office in Utah County

The Driver License Office in Springville opened for business on November 18th, 2019. This office is a full-service location. These services include all licensing types as well as Commercial (CDL) licensing and testing. This office will reduce the workload in our Orem location and provide the citizens of Utah County an option when applying for a driver license or identification card.





# FIRE MARSHAL'S OFFICE

Coy Porter, Director

The mission of the State Fire Marshal's Office (FMO) is to identify, develop and promote the protection of life and property from fire. The FMO is organized into several sections that work to accomplish this mission.



# 9,785

Students who participated in fire marshal public education events statewide.





IN 2019

**1,321**

SCHOOLS WERE  
INSPECTED

**52**

FIRES INVESTIGATED  
USING K-9

**208**

FIRE  
INVESTIGATIONS  
WERE  
PERFORMED  
AND/OR  
ASSISTED BY THE  
FIRE MARSHAL'S  
OFFICE



# CRIMINAL IDENTIFICATION

Capt. Greg Willmore, Director

The Bureau of Criminal Identification was established in 1927 and has a wide variety of duties that include managing criminal history and fingerprint databases, issuing permits and licenses, providing critical information to law enforcement, producing crime statistics and alerting the community of missing persons.



**Assisted 51,011  
walk-in  
customers with  
an average wait  
time of 3-5  
minutes per  
customer.**

## Concealed Firearm Permits (CFP)

- The online renewal system for concealed firearm permits processed the highest percent of renewal applications since it was initiated in 2012.
- In 2019, 57% of the renewal applications were submitted online.
- In 2019, 49,794 new concealed firearm permits were issued and 89,813 permits were renewed. This is the second highest amount of permits ever renewed in a year.



# Utah Criminal History

The Bureau is tasked to enter, update, and maintain data in the Utah Criminal History (UCH) file for all submitted criminal arrests and the outcome of these arrests.

- Performed quality control for UCH entry on 82,828 electronically submitted 10-print fingerprint arrest records.
- Entered 4,184 hard card (manually submitted) 10-print fingerprint arrest records into UCH.
- Entered 13,928 single-print citation arrest records into UCH.
- Determined eligibility for expungements and issuing eligibility certificates.

## Expungements

For the 2019 year, our Expungement team has collaborated record setting stats.

- 4,788 received applications for Expungement.
- 5,551 have been approved. 1,083 have been denied.
- 12,627 Certificates have been created.
- 2,794 Finalized Orders.
- 166 Pardons

## Fingerprints

- Processed 85,670 10-print fingerprint-based arrest record transactions through the Automated Fingerprint Identification System (AFIS) to the Western Identification Network (WIN) and FBI databases.
- Processed 184,477\* 10-print fingerprint-based applicant background checks through the AFIS to the WIN and FBI databases. \*This number includes resubmissions to the FBI.

## Background Checks

- 154,719 fingerprint-based background checks required by legislative statute for employment, licensing and volunteer purposes.
- 8,435 non fingerprint-based background checks.
- 51,135 fingerprint-based background checks for Concealed Firearm Permit (CFP) applicants.
- 95,912 firearm background checks completed.

# HIGHWAY SAFETY OFFICE

Carrie Silcox, Director

The Utah Department of Public Safety's Highway Safety Office is the lead agency in Utah for behavioral change programs designed to reduce traffic-related deaths, serious injuries and property loss each year.



## **Seatbelt use reaches 90% with large gains in rural areas**

The 2019 seat belt observational study revealed that Utahns are buckling up more than ever before with the largest gains in seat belt use coming from rural counties.

## **EVIDENCE-BASED & HIGH VISIBILITY ENFORCEMENT**

- Eight impaired driving enforcement periods resulting in almost 300 DUI arrests.
- Four occupant protection enforcement periods with a total of 107 participating agencies.
- Six DUI checkpoints, resulting in 40 DUI arrests.
- Distracted driving enforcement operations in three counties.
- A statewide crosswalk enforcement campaign was conducted with 26 participating agencies to help enforce the school crosswalk law. Crosswalk enforcement shifts proved to be effective in educating motor vehicle drivers as well as pedestrians on traffic laws. In total over 3,400 contacts were made.





# Traffic-Related Fatalities Decrease for a Third Consecutive Year

Utah continues its downward trend in traffic-related fatalities from 2017 (273) to 2018 (260). Preliminary data shows that Utah is on track in 2019 for another decrease with 245 fatalities as of December 2019. This is a 6% decrease from 2018.

## Utah's .05 BAC Law

Utah's .05 BAC law went into effect December 30, 2018. A task force was formed with representatives from UHSO, DLD, UHP and other stakeholders. The group met throughout the year, monitoring the impact of the new law. Utah is the first state in the nation to pass a .05 BAC law and recognizes that other states will be watching and wanting to know what we learn from it and determine if it helps save lives. NHTSA is conducting an evaluation on the impacts of the new law.



# COMMUNICATIONS BUREAU

Capt. Travis Trotta, Director

The DPS Communications Bureau provides professional and effective emergency dispatch services and communications support for law enforcement, public safety, fire departments, emergency medical service agencies, and the citizens of the State of Utah. Together they provide dispatching services in 21 of the 29 counties throughout the state.



Cedar, Price and Richfield went live with Text to 9-1-1 making five of the six centers capable of receiving 9-1-1 text messages. Text-to-9-1-1 is the ability to send a text message to reach 9-1-1 emergency dispatchers from your mobile phone or device.



## 2019 By the Numbers

718,032	Calls for service
4,326,222	Radio logs
219,476	Traffic stops
108,154	911 calls
489,929	Non-emergency calls

The Richfield Communications Center assisted in the response efforts of the September 2019 tour bus crash involving Chinese nationals just outside of Bryce Canyon National Park. There were four fatalities.



Dispatcher Chelsie Steward was awarded a lifesaving medal for her actions during a 911 call where she helped a woman perform CPR and resuscitate her unresponsive mother.

# STATEWIDE INFORMATION & ANALYSIS CENTER

Capt. Tanner Jensen Director

The Statewide Information & Analysis Center (SIAC) is Utah's designated intelligence fusion center, established to serve as a public safety partnership, to appropriately collect, analyze, and disseminate intelligence to public safety professionals and enhance the protection of Utah's citizens, communities and critical infrastructure.



During 2019, the Statewide Information & Analysis Center (SIAC) responded to 5,200+ vital investigative and intelligence analysis Criminal Case Support Requests (CSR) and 4,026 Investigative De-confliction Requests from local, state, and federal law enforcement agencies.



170

## Intelligence Products

Disseminated to federal, state and local law enforcement agencies.

114

## Tips and leads

Reviewed and processed with a potential connection to criminal activity.

278

Cases have been entered in the new cold case database which began in 2019. 14 database trainings were conducted in 2019.



Utah Statewide Information & Analysis Center

UNCLASSIFIED//LAW ENFORCEMENT SENSITIVE





# DIVISION OF EMERGENCY MANAGEMENT

Kris Hamlet, Director

The Division of Emergency Management (DEM) is the lead State agency for emergency preparedness, disaster response, recovery, and mitigation for the State of Utah. Its mission is to unite the emergency management community and to coordinate the efforts necessary to mitigate, prepare for, respond to, and recover from emergencies, disasters, and catastrophic events.



## Disasters & Disaster Assistance

The Emergency Operations Center was activated nearly continuously in 2019 for the following incidents/events:

- Wildfires throughout the summer led to one Fire Management Assistance Grant designations for the Gun Range Fire in Bountiful.
- Potential for major flooding resulting from storms over the burn scars of various wildland fires.
- EMAC (state-to-state mutual aid) requests to send Utah responders to support the California wildland fire and to help in Florida during the hurricane season.



## Training & Exercise

DEM offered 65 training courses to 1,153 participants including public officials, first responders and emergency managers from the public and private sectors. DEM held conferences with a combined attendance of 841.



## \$10 million

DEM was awarded funding for pre-disaster mitigation projects and plans.

## Outreach & Preparedness

The 2019 Great Utah ShakeOut reached a state record for participation in the annual earthquake drill, with more than 1 million participants across the state. Utah typically leads the nation with a per-capita participation rate of 33%. Since 2012, more than 7.6 million people in Utah have participated in a ShakeOut drill. This is the third time, Utah has had more than 1 million participants.

DEM liaisons supported a total of 102 Local Emergency Planning Committee (LEPC) meetings within their regions, while logging over 80,571 miles traveling statewide to support incidents, disasters, as well as to attend meetings, training and exercises.

The Be Ready Utah outreach campaign impacted approximately 20,000 people in 2019 through fairs, presentations, and educational materials provided. Emergency preparedness outreach efforts occurred at 215 community, church, school, and business events.

# COMMISSIONER'S OFFICE

## **JOE BROWN**

Director of Administrative  
Services

The Division of Administrative Services provides financial services and support to all the divisions and bureaus in DPS. The team oversees financial transactions of a \$200 million budget.

## **MELANIE MARLOWE**

Director of Quality & Process  
Improvement

Ever cognizant and respectful of dollars invested to improve public safety, The Department of Public Safety (DPS) continues to challenge our workforce to be the leading exemplar of quality within public safety services. As a result, 2019 demonstrated excitement as we expanded upon the 6 current SUCCESS systems with 2 additional programs focused on providing improved quality and service. Through the use of the SUCCESS Framework, DPS expects continued improvement into 2020 with the resources we are entrusted.

## **LT. D. TROY DENNEY**

Professional Standards

The mission of the Office of Professional Standards is to preserve the Integrity of the Department of Public Safety. One of the performance standard that the Office has worked to achieve during 2019 has been to decrease the number of significant administrative investigations, and to increase voluntary adherence by employees, to the core principles of the Department. During 2019, 501 background investigations, 133 polygraph examinations, 150 complaints, and 19 investigations took place.



## **KIM GIBB**

Director of Legislative &  
Government Affairs

Establishing good relationships with Utah's legislators is important. Understanding state agency challenges and needs can often times be complicated; therefore, providing good communication along with clear and timely information is critical to accomplishing Department goals and objectives. The director coordinates meetings, events and helps draft bill language and serves as the Department's Administrative Rules Coordinator.

## **CAPT. BEAU MASON**

Executive Officer

Capt. Mason is the Commissioner's executive officer. He oversees the Office of Professional Standards, manages executive issues and advises the Commissioner of Public Safety.

## **MARISSA COTE**

Director of Public Affairs

The DPS Office of Public Affairs covers all 11 divisions and bureaus within the Department. Designated public information officers are assigned to the Utah Highway Patrol and the Division of Emergency Management, all other inquiries are managed by the Director.

Approximately 4,000 media calls were facilitated in 2019.



# Utah Department of Public Safety

4501 south 2700 west  
Salt Lake City, Utah 84129

[publicsafety.utah.gov](http://publicsafety.utah.gov)  
[DPSnews.utah.gov](http://DPSnews.utah.gov)

@UtahDPS

